GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:634
ANSWERED ON:02.12.2015
Indian Railway Catering Service
Gavit Dr. Heena Vijaykumar;Jayavardhan Dr. Jayakumar;Mahadik Shri Dhananjay Bhimrao;Patil Shri Vijaysinh Mohite;Radhakrishnan Shri T.;Satav Shri Rajeev Shankarrao;Singh Shri Sushil Kumar;Sreeramulu Shri B.;Sule Smt. Supriya Sadanand

Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that 60 per cent of the catering business in the Indian Railways has been monopolized by one firm resulting in poor service to train passengers and if so, the details thereof;
(b) the action taken by the Government in this regard;
(c) whether the Government is now planning to assign the Indian Railways Catering and Tourism Corporation with catering responsibility again and if so, the details thereof and the reasons for the move;
(d) the quantum of annual loss that the railway may suffer due to this move; and
(e) the number of complaints received regarding the catering services during each of the last three years and the steps taken/ being taken to improve the quality of catering services in the trains?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a): No, Madam.
(b): Does not arise.

(c) & (d): A Committee has been set up to examine the entire gamut of issues in this regard.
(e): During the years 2012, 2013 and 2014, a total of 3667, 5851 and 6307 complaints, respectively, were received regarding catering services on Railways. Some of the steps that have been taken /are being taken to ensure that good quality and hygienic food is served to the passengers include: (i) Imposition of penalties in case of deficiencies detected in services. (ii) Introduction of station based E-Catering for widening the range of options available to passengers for ordering food of their choice. (iii) Introduction of precooked food ('ready to eat' meals) in the range of options available to passengers. (iv) Operation of centralized Catering Service Monitoring Cell (CSMC) (toll free number 1800-111-321) for prompt redressal of passenger grievances relating to the catering activities and real time assistance to travelling public. (v) Operation of all India Helpline (No.138) for rail-users to lodge complaints/suggestions regarding food and catering services.
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